

CLIENT RIGHTS AND RESPONSIBILITIES

Responsibilities of Clients

As a consumer of case management services, you have a responsibility to be an informed consumer of your own health care. As your case management service provider, we are here to assist you in becoming an informed consumer, maintain your good health, advise you of your options, and assist you in access other community resources.

Your responsibilities include:

- Working collaboratively with your case manager in developing and carrying out the agreed upon client-centered service plan.
- Disclose relevant information and clearly communicate wants and needs.
- Avoid knowingly spreading the disease.
- Show respect for other clients and case managers.

Your rights include:

- To exercise these rights without regard to race, color, religion, ethnic or national background, age, sex, physical or mental disability, health, and/or sexual orientation.
- To receive accurate and easily understood information in order to make informed decisions regarding your case management services and health care.
- To have the freedom to choose your case management service provider.
- To receive considerate and respectful care.
- To receive quality services with periodic reviews of your client-centered service plan, with ample opportunity for reassessment and refinement of the plan.
- To have a fair and efficient process for resolving differences with your case manager or case management service provider.
 - In order to provide a fair and equitable means of redressing a client's or a service provider's complaint regarding the services or operations of the ____ (Name Agency) _____ or any current or future subcontractors, the following grievance procedure has been established:
 - If a client receiving services through the ____ Name of Agency) _____ feels that he/she has a legitimate complaint regarding the provision of services, allocation of funds, or other issues, he/she is encouraged to utilize the following grievance procedure.
 - If, after a good faith effort to resolve a problem with his/her provider, a client feels he/she has not been treated fairly, he/she may contact the Vice Chair of the Consortium to discuss the problem. The Vice Chair shall serve as the Consortium's grievance coordinator and will be responsible for collecting the details of the client's grievance and attempt to mediate or resolve the grievance informally by discussing it with both parties either in person or by phone.
 - If a grievance cannot be satisfactorily resolved by informal discussions between the concerned parties and the Consortium grievance coordinator, the individual(s) may bring their grievance to the full Consortium during a regularly scheduled meeting. Prior to the meeting the party filing a grievance must submit all the pertinent information in writing to the Consortium's grievance coordinator at least 10 days before the schedule meeting.
 - At the Consortium meeting, both parties will be allowed to present their perspectives on the problem. After discussion and deliberation by members of the Consortium, the Chair will ask if the grievance can be

resolved informally or if a vote; either in favor of, or opposed to, accepting the grievance needs to be held.

- If a grievance is upheld by a majority vote of the members of the Consortium, (50% plus 1) the membership will decide how the grievance may be resolved.
- To participate actively in decisions regarding your case management client-center service plan.
- To have confidential treatment of all communications and records pertaining to your care. Written permission shall be obtained before your case management records can be made available to anyone not directly concerned with your care. Case discussions, consultation, examination and treatment are confidential and should be conducted discreetly.
 - There are certain circumstances in which confidentiality for case managers and those working under the direction of case managers, is waived and client information must be shared. Except where it may present a danger to others, we will inform you as a waiver occurs. Reporting is required if: it is revealed and/or perceived that you may harm yourself or others; that you have committed a crime; that a minor child may be at risk for abuse and/or neglect (according to Idaho Code 54-3213 and NASW Code of Ethics).
- To discontinue case management services at your will.

Requirements specific to HIV-positive clients

- If your name has not been reported to the State of Idaho, you will be referred to the _____ Health District to complete reporting and partner notification, if applicable (according to Idaho Code 39-609).
- If you are eligible for the Ryan White/ADAP programs, your demographic information will be shared with the STD/AIDS Program within the Idaho Department of Health and Welfare. Shared information will be limited to that which is required for funding.
- Reporting is required if you reveal that you are putting/have put someone at risk for contracting HIV and have not/did not disclose your HIV status (according to Idaho Code 39-608).

Signature of Client

Date

Signature of Witness

Date